

## NHS Partnership Manager

<b>Reporting to:</b>	Senior NHS Partnership Manager
<b>Hours required:</b>	30 hrs p/week
<b>Type of Contract:</b>	Fixed term – 2 years
<b>Job Location:</b>	Wellesbourne, Warwickshire – currently working from home
<b>Salary:</b>	£32,000 pro-rata
<b>Holidays:</b>	25 days per annum (plus Bank Holidays) pro-rata
<b>Closing date:</b>	16 <sup>th</sup> April 2021
<b>Interview date:</b>	20 <sup>th</sup> April 2021

### Job purpose

- Create partnerships with education commissioners to generate income, achieve business targets and improve health care for people with long term conditions.
- Gather intelligence to understand the NHS environment, share market knowledge to help inform Education for Health's future strategy as a centre of excellence.

### Principal Responsibilities

- Proactively manage the assigned territory. Prepare, implement and report on a localised plan to achieve group business targets.
- Develop strong relationships that maintain existing and achieve new income streams from all potential NHS partners and local pharmaceutical representatives within the territory.
- Maintain a sound understanding of the NHS and the markets in which the Charity operates gathering and sharing intelligence within the organisation.
- Identifying and leading to the development of new or innovative opportunities to support customers in new and existing markets.
- Arrange and contribute to meetings with potential and existing customers including preparing of proposals, presentations and background information. Brief colleagues on meeting objectives in advance and feedback on outcomes.
- Manage accurate, up to date and appropriate records in the Customer Relationship Management (CRM) system at all times, stratifying buyers according to income potential and strategic importance using the customer engagement model in CRM.
- Clearly communicate and manage customer requirements, utilising applicable processes to ensure the smooth delivery, evaluation and measurement of all income generating activity, ensuring an effective handover to an Education Administrator or other project manager for fulfillment and delivery.



- Create and develop localised marketing campaigns, and social media activity; working with the marketing department for support and guidance, with the use appropriate language and messaging on behalf of the Charity with the aim of raising brand awareness.
- Represent the Charity at key events and congresses in order to generate high quality leads and opportunities for the growth of the business.
- Be a flexible member of the NHS Customer Account Management team, with the willingness to take on additional or different tasks as the role evolves.

### **Person Specification**

1. Team player, able to simultaneously commit to and work to achieve team objectives
2. Demonstrate commitment to the values of the Charity
3. Knowledgeable and interested in the environment in which we and our customers operate
4. Natural networker, flexible and adaptable to change
5. Willingness to visit and meet with customers within their locality and attend appropriate team and organisational meetings in locations throughout the UK as required

### **Essential skills, knowledge and experience:**

1. Experience and knowledge of the NHS or Healthcare Environment
2. Proven commercial acumen, ability to sell products or ideas, with a track record in customer management for income growth
3. Excellent organisational skills, able to work independently and prioritise tasks effectively
4. Demonstrate experience of a flexible and adaptable attitude towards meeting and exceeding the requirements and needs of external and internal customers
5. Excellent written, verbal and interpersonal communication skills and presentation skills
6. High level of computer skills across Microsoft Office Applications including Word, Excel and PowerPoint

### **Desirable Attributes:**

1. An understanding of Long Term Conditions
2. Familiarity with the Continued Professional Development (CPD) activities for Healthcare Professionals
3. Knowledge of Commissioning within the NHS
4. Educated to degree standard

Please send your application and CV to [a.dodd@educationforhealth.org](mailto:a.dodd@educationforhealth.org)